

Docket No.: 200312044-1

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of	:
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Yassine Faihe et al.	: Confirmation No. 1127
	:
U.S. Patent Application No. 10/810,663	: Group Art Unit: 2114
	:
Filed: March 29, 2004	: Examiner: Timothy BONURA

For: REMOTE SOFTWARE SUPPORT AGENT SYSTEM

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of October 5, 2006, please enter the following remarks: